

Guarantee Policy

We appreciate that whenever you entrust someone to serve your business, there can be misplaced expectations and uncertainty. So if for any reason you were not absolutely delighted with every aspect of the service or product we delivered to you, we would want you to tell us. We want to serve you for a long time, so it's better that you tell us exactly how you perceive what we do so we can adjust it, rather than have you drift away without us knowing why. If you were at all unhappy, we would insist on not charging a cent for the service or product which disappointed you, or giving you a 100% refund if you had paid in advance. Our Guarantee is valid for 7 days in the case of services, and 30 days in the case of products.



The Law of Business

"There is hardly anything in the world that someone cannot make a little worse and sell a little cheaper, and the people who consider price alone are that person's lawful prey. It is unwise to pay too much, but it is also unwise to pay too little. When you pay too much, you lose a little money ... that is all. When you pay too little, you sometimes lose everything because the thing you bought is incapable of doing the thing you bought it to do. The common law of business balance prohibits paying a little and getting a lot ... it can't be done. If you deal with the lowest bidder it is well to add something for the risk you run. And if you do that you will have enough to pay for something better."

John Ruskin (1819-1900)

Consulting Rates and Terms

The casual hourly rate varies with each consultant in the range \$60 to \$300 + GST.

The minimum period of consulting at our offices or over the telephone is 15 minutes.

The minimum period of on-site consultancy is 1 hour plus travel time.

Cancellations or deferments made within 3 working days of booked consultancy time will attract a cancellation fee calculated at casual rates based on the greater of 1 hour or half the booked time.

'Out of hours' rates, which include weekends, public holidays and weekdays before 8.30am and after 5.30pm, are chargeable at rates 50% additional to the casual rate.

Travel expenses for consulting undertaken within the metropolitan area (eg parking, tolls, kilometres, etc) are not chargeable.

Travel and accommodation expenses are chargeable for assignments requiring travel outside the metropolitan area of the consultant. This may include Economy Airfares, minimum 4 star accommodation if overnight stays are required, meals, vehicle kilometres, parking, tolls, etc. Accommodation and meals may be booked and paid for in advance by the client or a flat rate of \$300 per night will apply.

Hours required for day time travel during the week are chargeable at each consultant's casual rate per hour.

Payment Terms

Unless otherwise agreed in writing, all consulting is billed weekly and is payable 7 days Net from the date of invoice. Payments made in advance by EFT or Cheque for consultancy blocks of 24 hours or more will attract a 4% discount.